

LETTER 1 – CURRENT PARTICIPANT OF CURRENT PEAK TPA CLIENT Or Responsible Party

Notice of Data Breach

Dear PARTICIPANT NAME:

Your privacy is important to Brandman Centers for Senior Care. We work very hard to protect your personal information. More than that, we partner with vendors who share our same standard.

What happened?

On January 23, 2021, we were contacted by a vendor of ours, PEAK TPA. PEAK TPA conducts health plan management services. PEAK informed us that our participant information was breached by a ransomware attack on December 31, 2020. The attack took place on two of PEAK's computer servers. They paid a ransom on January 2, 2021 and received evidence that all information that was obtained was destroyed on January 3, 2021. I regret to share that they informed us that your data was included in the breach.

What information was involved?

The information accessed in the breach may have included your name, address, date of birth, social security number, diagnosis, member identification number, claims information, and prescription information.

What are we doing?

We are notifying you as quickly as possible so that you may best protect yourself. We want you to feel confident that your information is secure. PEAK has retained a company named Kroll to provide identity monitoring at no cost to you for 3 years. These services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. Kroll's team has a track record of helping people who have faced such an event. BCSC is working with PEAK TPA and other vendors to make sure that they are keeping data secure. We also are reviewing and refining our policies and procedures to ensure that we continue to protect your information.

What should you do?

You can sign up for your identity monitoring services by visiting URL before FINAL DATE. When signing up for the services, please use this Membership Number: MEMBER ID. If unable to use a computer, please contact Brandman Centers for Senior Care at 818-774-8444 and request to speak with a Social Worker. Let them know that the call is regarding the information breach.

In addition, PEAK TPA has set up a toll-free number to answer your questions. Feel free to contact them at INSERT NUMBER between the hours of 6 a.m. and 3:30 p.m. Pacific Time. Please have your Membership Number ready.

If you choose not to use these credit-monitoring services, we urge you to check any account statements for improper activity. This includes credit card statements and claim forms from healthcare companies.

On January 27, 2021, the criminal group behind the attack, Netwalker, was broken up by the FBI. Its leader was arrested, and its assets were seized. Still, PEAK TPA has assured us it has instituted additional protections to prevent such a breach from taking place again, which include using additional malware and virus protection to protect against cyberattacks. We continue to work closely with PEAK TPA. We also continuously monitor our information security protections and will implement additional protections as necessary.

We care for your privacy, we are deeply sorry for the inconvenience this may cause and we are here to support you. We thank you for your understanding and your trust in Brandman Centers for Senior Care.

With our sincere regards,

Susie Fishenfeld
Executive Director